

# **GESD Escalation Process**

## **Employee to Servicing Personnel Office (SPO)**

- The primary issues with payroll involve the accurate establishment of employee records generated most often at the SPO, thus the SPO is the Level 1 support.

## **SPO to the National Finance Center (NFC) Call Center**

- NFC offers a Level 2 Call Center for SPO staff. The Call Center staff will assist with transaction processing, assist with more difficult cases, and resolve issues preventing accurate and timely employee payment.
- The Level 2 support effectively addresses approximately 98% of the issues brought to them within 2 days.
- Any SPO staff may also contact the Call Center/EmpowHR Help Desk Branch Chief Supervisor at any point to elevate his/her issue if they believe their experience is unsatisfactory.
- Any SPO supervisor may also elevate the issue to the Call Center/EmpowHR Branch Chief.

## **Call Center/EmpowHR Help Desk Staff to Call Center/EmpowHR Help Desk Supervisors or Functional Supervisors**

- When a Level 2 staff member believes that he/she cannot resolve the issue or answer the question within prescribed timeframes, he/she elevates the issue or question to his/her supervisor or the Functional Branch Supervisor (i.e., in the instance of a warm hand-off to the Retirement or ABCO Section). Either supervisor may assign an analyst to address the issue or may handle the issue him/herself.
- After the Level 2 staff member has elevated the issue internally, the SPO staff may also contact the Call Center/EmpowHR Supervisor or Functional Branch Supervisor at any point in time.
- Any SPO supervisor may also elevate the issue to the Call Center/EmpowHR Branch Chief or the Functional Branch Chief.
- SPO Supervisor and Call Center/EmpowHR Branch Supervisor can elevate this to the Functional Branch Chief. If this is unsatisfactory, it may be elevated to the Associate Director over the Functional area, with a cc to the Customer Service Representative.

## **SPO to Customer Service Representative (CSR)**

- NFC also has designated Customer Service Representatives assigned to each Department/Agency for assistance with especially difficult issues and serve as advocates for the customer. They are the next level of escalation.
- Any SPO supervisor may also contact the Client Management Branch Chief at any point to elevate his/her issue if they are dissatisfied with their CSR.

### **CSR to Client Management Branch Chief (CMB)**

- Should the Customer Service Representative not believe they could satisfactorily address the issue, they will elevate the issue through their supervisory chain.
- In extremely rare instances, the CMB Chief will elevate issues to the Associate Director.

### **Last Resort**

- If, after these steps have been followed, and the customer is still dissatisfied, the SPO supervisor should call or email the Associate Director of the respective Directorate, with a cc to the CSR (in the case of email).
- From there, the issue is moved up the line by the Associate Director – to the Deputy Director of GESD and then to the Director of GESD.

## GESD Escalation Process

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